

## Policy 7.01 Plan and Progress Report

Updated 2/16/12

### Region 3 / Tacoma DCS

### Puyallup Tribe of Indians

Plan and Progress Report Due Dates: April 2 (Regional Plan submitted to Assistant Secretary) and April 30 (Assistant Secretary Plan submitted to OIP) of each year.

Implementation Plan				Progress Report
1. Policy Identification: Case Referrals				Status
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
NCP & CP Cases not referred	Ongoing review and joint determination of all cases will be made regarding whether or not it is appropriate to bring cases into Tacoma for referral to Puyallup Tribal Child Support Program (PTCSP).	Case count and reconciliation will be made based on an SEMS Query (SQ) list extract and tribal case inventory list.	State: Jeannie Bowen Tribal: Kim Reynon-Spisak	Target Date removed as referral process is on-going. Transfers/referrals involving CP Puyallup Tribal members are to be reviewed on a case-by-case basis by Dian Speer at DCS and Gloria at PTCSP.
Non-tribal member cases where NCP only works for Tribal enterprise.	These will continue to be reviewed for referral.	Appropriate cases will be referred.	State: Jeannie Bowen Tribe: Kim Reynon-Spisak	This process is ongoing; cases are reviewed for referral if NCP is working for Puyallup Tribe or Tribal enterprise.
2. Policy Identification: Technology				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
To effectively and efficiently work cases, research issues, provide relevant information to PTCSP clients, and complete locate on PTCSP clients via SEMS web screens including AH, BI, DI, DH, and IA.	Tacoma FO will continue to advocate for increased access to SEMS web screens to include access to AH, BI, DI, DH, and IA screens.  Tacoma FO tribal liaisons will look at ways to assist PTCSP with locate services through DCS	Enhanced SEMS Web access including access to AH, BI, DI, DH, and IA screens to provide greater flexibility for PTCSP to complete case actions.	State: SEMS-HQ, Rena Hect Tribe: Kim Reynon-Spisak	Since 6/09 PTCSP has had access to SEMS web screens: CR, SX, BC, CO, CH, 4F, and 4R.  HQ is currently reviewing whether or not it is possible to expand SEMS Web access to Tribal IVD and IVA programs. Screens being reviewed for possible expanded access are: AH, BI, IA, DI, and DH.

To locate parties of Tribal Child Support cases in the most expedient manner possible.	Central Services.  Tacoma FO Tribal Liaisons will provide information regarding ESD wage and UC information as needed.			<p>In 2/17/11 a letter was sent by PTCSP to DCS Director David Stillman requesting increased access. Mr. Stillman responded and indicated he hoped increased access would be available by end of 2011.</p> <p>As of 2/9/12, SEMS reports that access has been provided to the QC and RE screens. Rena has shared concerns with DCS director Wally McClure regarding the lack of progress and timeframes provided to Tribes regarding access to AH, BI, DI, DH, and IA screens. DCS Tribal Relations Team (TRT) is currently working with the DCS Director, DCS Policy, and DCS SEMS to identify barriers and provide realistic timeframes for access to these screens.</p>
Ability to allow multiple tribes with SEMS Web agreements to view the same case in SEMS when multiple tribal jurisdictions have an interest.	Tacoma FO will advocate for SEMS upgrade to allow more than one tribe to have SEMS Web access on a case at the same time.	PTCSP will be able to view all cases under their jurisdiction.	<p>State: TRT, SEMS-HQ, Rena Hect</p> <p>Tribe: Kim Reynon-Spisak</p>	DCS Tribal Relations Team (TRT) is currently pursuing this with SEMS-HQ and will continue to advocate for increased SEMS access for Tribal IV-D and IV-A programs.
To communicate with PTCSP through secure e-mail	PTCSP will review to see if there is interest from the Tribe in pursuing authorization to communicate using secure e-mail.	Provide an effective and efficient means of communication between the Tribe and DCS.	<p>State: Jeannie Bowen and Dian Speer</p> <p>Tribe: Kim Reynon-Spisak</p>	Secure e-mail is now in place with PTCSP and DCS and working well.
<b>3. Policy Identification: Coding Tribal Cases Correctly</b>				<b>Progress Report</b>

Goals/Objectives	Activities	Expected Outcomes	Lead Staff and Target Date	Status
To properly code new cases that are open in SEMS with Tribal coding.	DCS and PTCSP will work to correctly identify Puyallup tribal members and make sure coding on the case is correct.	To reduce or eliminate the miscoding of Tribal members	State: Jeannie Bowen, Dian Speer  Tribe: Kim Reynon-Spisak	PTCSP will continue to bring to DCS attention any cases have fallen through the cracks and were not set up appropriately and/or where parties were not coded with Puyallup Tribal membership correctly. Jeannie will pull lists on a quarterly basis to identify cases that are coded with Puyallup tribal membership but not included in the Puyallup tribal caseload.
4. Policy Identification: Training Opportunities				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Sharing training opportunities	Keep both Tribal and State child support staff informed of each other's policies and procedures.  DCS and PTCSP will advise each other of ongoing training events.	Increased participation by both DCS and PTCSP staff in each other's training events.	State: Jeannie Bowen, Dian Speer  Tribe: Gloria Howard, Kim Reynon-Spisak	State continues its' policy of providing Government-to-Government Training for all Tribal Liaison personnel and for other positions that have contact with Tribes.  7/8/10 Update: New Tribal Liaison Teia Neal attended Government to Government training.  State continues to advise Tribe of upcoming training opportunities and applicable SEO Academy sessions.  Progress continues, there have been no training events by either DCS or PTCSP that would have been a benefit to the other.

5. Policy Identification: Communication & Problem Solving				Progress Report
Goals/Objectives	Activities	Expected Outcome	Lead Staff and Target Date	Status
Joint line-staff meetings between DCS Tribal Team and PTCSP Staff	<p>Line staff from both offices will be encouraged to develop their own agenda to have face-to-face meetings to discuss daily procedural and working issues between offices.</p> <p>Also, individual meetings with the DCS District Manager Rena Hect and Tribal Team Legal Lead will be held as requested with Kim as well.</p>	Building rapport and strengthening relationships links through regular meetings.	<p>State: Jeannie Bowen, Rena Hect</p> <p>Tribe: Kim Reynon-Spisak , Lynn Weible</p>	Line-staff meetings to continue monthly in addition to quarterly 7.01 meetings, Port Gamble S'Klallam and Suquamish Tribes will also be invited to host/participate.
Regular 7.01 Meetings will be held	A joint meeting between the DCS District Manager and the Tacoma DCS Tribal staff will be held quarterly with the Tribal Program Directors.	Meetings will be held	<p>State: Rena Hect, Carol Fredricks, Jeannie Bowen, Dian Speer, Teia Neal, Chris Franks</p> <p>Tribe: Kim Reynon-Spisak</p>	Meetings are held quarterly. PTCSP staff are rotated through the quarterly meetings so that all PTCSP staff have an opportunity to attend.
General Problem Resolution	DCS staff will be available to work through particular issues as requested.	Problems will be resolved quickly and efficiently.	<p>State: Rena Hect, Jeannie Bowen</p> <p>Tribe: Kim Reynon-Spisak</p>	Process continues – no changes
Effectively working hard-to-collect cases where DCS does not have jurisdiction	Line staff from both offices will discuss individual cases and their circumstances to best identify the	Cases will continue to be worked utilizing the resources available to both DCS and the Tribe in a	State: Jeannie Bowen, Dian Speer	Process continues – no changes

and collection remedies have been exhausted by the Tribe.	most effective way to work the case.	way that preserves the Tribe's jurisdiction and maximizes available collection remedies.	Tribe: Kim Reynon-Spisak	
<b>6. Policy Identification: Hiring</b>				<b>Progress Report</b>
<b>Goals/Objectives</b>	<b>Activities</b>	<b>Expected Outcome</b>	<b>Lead Staff and Target Date</b>	<b>Status</b>
Inclusion of Tribal Staff in major DCS hiring decisions	DCS will invite Tribal Staff to participate in interview panels and/or consult on major hiring decisions in this office, particularly any that have direct impact on Tribal Team workload.	Increased relationship building through participation in key hiring decisions.	State: Rena Hect, Jeannie Bowen  Tribe: Kim Reynon-Spisak	Process continues –no changes
<b>7. Policy Identification: Teambuilding</b>				<b>Progress Report</b>
<b>Goals/Objectives</b>	<b>Activities</b>	<b>Expected Outcomes</b>	<b>Lead Staff and Target Date</b>	<b>Status</b>
Building a stronger sense of teamwork between the DCS Tribal SEOs and Tribal Program Staff	Bi-annual meetings and luncheons will be held whereby staff of the two programs can come together.	Gatherings of this type will be held two times each year.	State: Rena Hect, Jeannie Bowen  Tribe: Kim Reynon-Spisak	Progress continues. Tacoma DCS invited PTCSP to a team building/potluck on 9/27/11.